

Position Description ()

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department For Children and Families		9. Position Number		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Administrative Assistant		
3. Division Central Office Legal Division			12. Proposed Class Title		
4. Section Executive – Legal			13. Allocation		
5. Unit Legal			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Topeka County Shawnee			15. By Approved		
7. (Circle appropriate time) Full Time Perm X Inter Part Time X Temp % 50			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM To: 12:00 PM From: 1:00 PM To: 5:00 PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position receives telephone calls, secures facts, and documents information received pertaining to all forms of welfare fraud occurring in all benefits programs administered by the Kansas Department For Children and Families (DCF), with such telephone calls received by DCF from a toll-free telephone hotline referral system. Monitors emergency and/or potentially dangerous situations for immediate referral to appropriate Fraud Investigations personnel and other agency personnel. Provides general administrative support to Fraud Investigations personnel and all other Central Office Legal Division staff as needed and directed.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: IlaRose Bosworth

Title: PSE I

Position Number: K0056202

Who evaluates the work of an incumbent in this position?

Name: IlaRose Bosworth

Title: PSE I

Position Number: K0056202

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

The position requires initiative, discretion and the ability to make independent judgments regarding the urgency of a situation and/or its sensitivity. The position handles many administrative details independently. General instructions are given. Guidelines are often complicated or technical in nature, requiring careful interpretation.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M	
15%	E		Responsible for receiving calls pertaining to welfare fraud situations statewide via a toll free hotline telephone systems in a timely and professional manner. Accurately acquire and secure relevant facts and information concerning each reported incident, to include but not limited to specific data and information related to who, what, when, where, and how of each reported incident. Retrieve recorded hotline messages from telephone systems and return calls as appropriate in order to obtain and acquire additional follow-up information.
15%	E		Accurately complete hotline referral forms with sufficient and correct data for follow-up investigations. Save hotline reports in the shared drive on DCF/Legal computer system and file and log all hotline tapes. Review other DCF computer programs and data systems (i.e., KAECSSES) to confirm, acquire, and insert information into welfare fraud reports and logs. Use internet and online web based sites for fact finding and for obtaining identification, location, and other contact information. Insert information secured from computer programs, internet, or other sources into the hotline referral report or use obtained data as appropriate. Print and file hotline referrals and other documentation as merited. Forward hotline report referral forms by email to the appropriate risk manager, special investigator, or other appropriate end source on a daily basis.
10%	E		Monitor and identify emergency or potentially dangerous situations for immediate referral to supervisor or in absence of supervisor relay information directly to the appropriate DCF office, division, or official. Keep supervisor and or senior staff informed of noteworthy incidents. Maintain accurate records as directed by supervisor. Use DCF email system for communications and use associated calendar feature to diary call backs, follow ups, deadlines, training, leave time etc.
10%	E		Redirect callers/clients to local DCF offices, other departments, other agencies, or other resources as appropriate. Refer any child abuse/neglect calls that are received to the local DCF child protective services office and maintain/file a copy of referral report. Transcribe dictation as requested by supervisor. Fill in for front desk staff as necessary. Perform other duties and assignments as directed and assigned by supervisor

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Calls regarding fraud allegations could have significant fiscal impact on the agency.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

N/A

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position has daily contact with clients, patients, agency staff, and other members of the public during the course of completing the assigned job tasks and duties. These contacts are for the purpose of obtaining and/or sharing information.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may possibly be exposed to verbally abusive situations and individuals. The employee must be able to remain calm, collected, and in control regardless of the manner, language used, type or description of information received. The individual cannot be judgmental or offended by the type of call or to the individuals relaying the information. All information received is considered confidential in nature and individuals must maintain strict confidentiality.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computers, telephones, scanners, printers, copy machines, fax machines, calculators, postage machines, shredder, transcription machines, and agency software might be used on a daily basis.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Six months of experience in general office, clerical, or administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

Obtain and maintain DCF security clearance.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Education and/or experience in word processing, personal computing, and general organizational and administrative skills. Work experience using MS Word, Excel Spreadsheets, and Microsoft Office Suite software and programs. Education in a social services related field preferred but not required.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work normally requires light physical exertion. The incumbent may be required to perform handling activities (stooping, bending, lifting) with lightweight or easily moved items such as books, file folders, boxes, office supplies, and other related items. The incumbent may be required to perform moving activities for brief periods, operate light office equipment, and perform repetitive motions for brief periods in a confined work area. The daily use of a computer may be related to some physical discomfort and eye strain. The incumbent must be able to communicate verbally in order to work with external and internal customers.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Employees are instructed to use standard safety devices available and provided for machinery and equipment. Employees are cautioned to execute strict key control for agency facilities and lock all doors after normal duty hours. Employees are instructed to maintain confidentiality, and strict adherence to confidentiality requirements must be maintained. Employees shall provide timely notification to appropriate agency staff when any equipment malfunctions.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date